



## Better Business Bureau Complaint Details

COMPLAINT DEPARTMENT

P.O. BOX 970

COLTON, CA 92324

PHONE: (909) 835-6064 FAX: (909) 503-1890

### Reference Information

Company ID: 13162846

Complaint ID: 98613471

Open Date: 5/24/2011

Close Date: 6/22/2011 5:04:00 PM

### Customer Information

Birdie/Smith, Jenee

### Company Information

Rent A Wheel

600 East Manchester Blvd

Inglewood, CA 90744

Phone: (310) 671-7900

Fax:

### Complaint Description - Posted: 5/24/2011

Consumer states: On or about September 16, 2010, I purchased four new tires from the business. I paid cash \$105.76 and as of this date, it has not been shown as a credit. I was given October 2, 2010 for the first payment. I was told, "if you don't pay, I will have the Police looking for you. The payments are to be made on Saturday of \$41.90. Associates, Damien and Fernando are depressing. As of May 12, 2011, I have a balance of \$127.01. If I had been given the credit I should have received this balance would have been paid in full. They say payment is due on Saturday and if I pay on Monday they add a fee. January 11, 2011, the balance was \$475.71. I made a payment of \$41.90 and on January 15, 2011, the balance was still \$475.71. On January 22, 2011, the balance was \$433.81. I was not given the full credit for my payment of \$41.90.

### Customer's Desired Settlement - Posted: 5/24/2011

Consumer seeks the company to credit her account properly and stop with harassing phone calls.

### Company's Response - Posted:

#Error

### Company's Final Response - Posted:

### Additional Information

Primary Complaint Type: Billing or Collection Issues

Date Problem First Occurred:

Date Purchased:

Product or Service: Renting out rims and tires.

Model Name or Number:

Invoice Number:

Amount Paid:

Status: Closed

Response Term: Complaint was not answered